Dialing Plan

Fill in these important numbers for your dialing plan.

Number					Description
					My Direct Dial or Extension
					Operator/Attendant
					Off-Site Voice Mail Number
Overhead	Sales	Service	Parts	Office	Department Name
					Department Group Extension
4#=4000	Zone=	Zone=	Zone=	Zone=	Zone Overhead Paging (if Multi-zone)
					Over-phone Zone Paging

Making Calls

During a call, you can alternate between handset, headset, and hands-free mode by pressing the Speakerphone or Headset buttons, or by picking up the handset.

Your dealership may require you to enter an authorization code when calling long distance or international numbers. You enter this code when you hear a tone after dialing a long distance or international number.

Calls made to other Cisco 9971/9951 phones at your dealership that are equipped with cameras will show a video stream of the other person when the call is connected. See the section "Video Calls" for more information

Dialing a Number
Do one of the following to initiate a call, then dial the number:
* Lift the handset.
* Press an unlit session button on the right side of the phone.
* Press the **New Call** softkey.
* Press the (unlit) **Headset** button or the **Speakerphone** button.

Dialing from the Call History
As you enter a phone number, matching phone numbers display from your call history. To dial, do one of the following:
* Double-press a number.
* Scroll to a number and press **Select** in the Navigation pad or press the **Call** softkey.

Redialing Calls
Press **Redial**. The phone dials the last number you called.

Speed Dial
1. Do one of the following:
   * Press the corresponding **Speed Dial** that corresponds to the extension you want to call.
   * Enter a speed-dial code while on-hook (no dial tone).
2. Press **Speed Dial**.
Note: You can set up speed dials from the User Options web interface.

Calling Internal Extensions from the Voice Enabled Directory
1. Dial your voice-enabled directory extension, usually 8090.
2. At the voice prompt, speak the name of the person you want to call.
   * If the system finds a single match, it plays the greeting for the person and automatically transfers you to that person's extension.
   * If there are multiple matches, the system plays the greeting for the first matching person. If the greeting matches the person you want to call, speak **Yes**, and you will be connected to the person's extension; if not, speak **No**, and the system presents the greeting of the next matching person.
   * If the system cannot find a match, try speaking the name again, or just the person's first or last name.

Ending Calls

There are several ways to end a call on your phone.

Perform one of the following options to end a call:
* Replace the handset in its cradle.
* Press the **Release** button.
* Press the **EndCall** softkey.
* Press the **Headset** button or the **Speakerphone** button.

363225

63785-01

Answering Calls

There are several different ways of answering calls on your phone.

Answering Calls

To answer an incoming call , do one of the following:
- Pick up the handset.
- Press the flashing amber session button on the right side of the phone.
- Press the **Answer** softkey.
- Press the **Headset** or the **Speakerphone** button.
- Press **Select** in the Navigation pad .

Call Waiting

If you get a call while the first call is active, a second session label displays. To answer the second call and put the first call on hold, press the line button .

Multiple Lines

If your dealership uses multiple lines, consider the following:

- Press **All Calls** to see all calls on all lines – the oldest calls display first. If you do not press **All Calls**, the phone displays calls on the selected line only. ADP recommends you use **All Calls** for multiple lines.
- To see which line is selected, locate the blue icon on the line label and the line extension in the header bar. **Note**: All Calls uses your primary extension.

Muting Calls

Mute applies to all modes: handset, headset, and hands-free.

1. You can mute your phone by pressing the **Mute** button so that it glows red. This allows you to listen to all parties on a call but prevents them from hearing any noise coming from your line.

   Note: When you mute a video call, the other person will no longer be able to see your video stream.

2. Press the **Mute** button again to unmute your phone.

Silencing Your Ringing Phone

To silence your phone if it is ringing, press the left side of the volume button one time while the phone is ringing.

Placing Calls on Hold

1. Press the **Hold** button . The hold icon displays and the session pulses green. If you place a call on hold for more than two minutes (default), you will see and hear both visual and audible alerts.
2. To resume the highlighted call, press the pulsing green button , the **Resume** softkey, or the **Select** button on the Navigation pad. For the 9971 model phone, you can also press the call session on the phone's touchscreen.

Shared Lines

Some dealerships require employees to share lines with another coworker.

If you share a line with your co-workers:
- Either you or your co-worker can answer a ringing call on the shared line.
- When your co-worker has a call on the shared line, your shared line button is solid red and the call displays on your screen.
- When your co-worker puts a call on hold, the session button on your phone pulses red. Either you or your co-worker can resume the call.

  If your co-worker enables the Privacy feature, their calls do not display on your screen.

Privacy and Barge

You or your co-worker can use **Privacy** to block calls from displaying on the other person's screen.

If your co-worker is not using **Privacy**, you can press the red session button on your phone to "barge" (add yourself to) a call on the shared line, creating a conference.

|	
Forwarding Calls If you need help forwarding calls remotely, contact your system administrator who can show you how to set up this feature from the User Options web interface.	**Turning on Call Forwarding** 1. Press the **Forward All** softkey. 2. Enter a phone number or select a number from the Call History. To forward the call to voicemail, press the **Messages** button. 3. Look for the **Forward All** icon on your screen. **Disabling Call Forwarding** 1. Press the **Forward Off** softkey to disable call forwarding.
Using Do Not Disturb When Do Not Disturb (DND) is turned on, incoming calls on all lines will not ring on your phone and will go immediately to voice mail.	**Turning On/Off Do Not Disturb (DND)** 1. To activate the DND feature, press the **Do Not Disturb** feature button. A message displays on the screen, the feature button lights up red, and the line status changes to DND. 2. To deactivate the DND feature, press the **Do Not Disturb** feature button again.
Divert You can use the Divert feature to redirect a ringing or active call, but not a held call.	1. If necessary, select the call to use the Divert feature on. 2. Press the **Divert** softkey to redirect a ringing or active call to voicemail or another phone (set up by your dealership administrator).

Transferring Calls
 	
You can transfer incoming calls to other extensions at your dealership. You can perform a "blind" transfer—where you don't announce the call—or a "warm" transfer, where you announce the call to the transfer recipient.
	1. While on an active call, press the **Transfer** button.
	2. Call the transfer recipient.
	3. Complete the transfer:
	  • Blind Transfer: Press the **Transfer** button or the **Transfer** softkey.
	  • Warm Transfer: Wait for the recipient to answer, consult with the recipient, and then press the **Transfer** button or the **Transfer** softkey.
	4. The transfer is complete and is confirmed on your phone screen.

Parking Calls You can temporarily park a call at a pre-defined extension where another user can pick up the call at any other phone at the dealership.	**Parking Calls/Retrieving Parked Calls** 1. While on an active call, press the **Park** softkey. Note the extension where the call is now parked. 2. Access the paging system and announce where the call is parked. 3. To retrieve the parked call, dial the extension where the call is parked. A brief message flashes on the phone's screen when someone retrieves the parked call.
Call Pickup Use Call Pickup when to answer calls that are ringing in the same pickup group as your phone. Use Group Call Pickup to answer calls that are ringing in a different pickup group than your phone.	**Using Call Pickup** 1. When an incoming call rings on an extension in your pickup group, press the line button where you want to pick up the call. 2. Press the **Pickup** softkey. The call rings on your phone. 3. Press the **Answer** softkey to answer the call on your phone. **Using Group Call Pickup** 1. When an incoming call rings on a phone outside of your pickup group, press the line button where you want to pick up the call. 2. Press the **GPickup** softkey (you may need to press the **More** softkey first). 3. Enter the extension of the group of the phone whose call you want to answer. 4. Press the **Answer** softkey to answer the call on your phone.
Overhead Page System	Your dealership may have installed an overhead paging system that you can access from your phone. 1. Initiate a new call, and then enter the extension for the overhead paging system. 2. Announce the page, and then hang up to end the page session.

Conference

You can create a conference call with multiple callers.

Creating a Conference
1. While on an active call 📞, press **Conference** button 👥.
2. Dial the number to the contact you want to add to the conference call.
3. Press the **Conference** 👥 or the **Conference** softkey before or after the party answers. The conference begins and the phone displays "Conference" instead of caller ID.
4. Repeat Steps 1 through 3 to add more participants. The conference ends when all participants hang up.

Conferencing in a Held Call
1. While on an active call 📞, press the **Conference** button 👥.
2. Press the pulsing green session button ⬤ for the held call you want to add, or, if the held call is on another line, press the Active Calls softkey, choose a call from the list, and press Conference. The conference ends when all participants hang up.

Viewing and Removing Conference Participants
1. To view conference participants, press the **Show Details** softkey.
2. To remove conference participants, highlight a name and press **Remove**.

Video Calls

You can make and receive video calls with other 9971/9951 phones at your dealership.

You can preview what your video stream looks like by pressing the **More** and **Preview Video** softkeys.

You can adjust your camera view by pressing the **Applications** button, pressing **Cisco Unified Video Camera**, and then **View Area**. Press the **+** and **–** buttons to adjust the view to your preference.

Making/Receiving Video Calls
You make and receive video calls like you would an audio-only call. If the other phone is enabled for video, you will see the other person's video on your phone's screen.

Managing Video Calls
While on an active video call, the following features are available via softkeys:

- **Full Screen/Minimize**: Maximizes the video stream to the phone's entire screen/returns the video back to the original view

- **Hide Video/Show Video**: Hides the video stream/shows the video stream

- **PIP**: Activates the PIP (picture-in-picture) video and repositions it in the different corners of the phone's screen

- **Swap**: Only available in full screen mode with PIP activated; toggles your video stream and your caller's video stream as the PIP video

Intercom Calls

The Intercom feature lets you place calls to a pre-defined phone. This phone answers in speakerphone mode with mute activated.

Making Intercom Calls
1. Press the line button dedicated for intercom calls.
2. Dial the extension you want to intercom, unless the line button is programmed to call a specific extension (which it dials automatically).
3. Begin speaking after hearing the intercom alert.

Receiving Intercom Calls
After receiving an intercom call, you can speak with the other person by pressing the line button that received the intercom call.

Recording Calls

If your dealership uses Call Intelligence 7.0 or higher and has configured Call Recording, you can use the CallReplay web service to record calls on demand.

If your dealership does not use Call Intelligence and has configured Live Record feature, you can record individual calls, which are saved as new messages that you can access like voice mail.

Recording Calls on-demand with CallReplay
1. While on a call you want to record, press the **Applications** button ⚙.
2. Select **CallReplay**.
3. Select **Record this call**. The entire call is recorded, regardless of when you initiated the record request.

Recording Calls with Cisco Live Record
1. While on a call, press the **Confrn** softkey.
2. Enter your dealership's Live Record extension. The call is then recorded from this point forward.
3. After you end the call, you can access the recording as you would a new voice mail message.

Accessing Voice Mail

The first time you access your voice mailbox, the system will prompt you to record a name greeting and change your password.

Voice Mail Extension:_____

Default Passcode:_____

Voice Mail Indicators
When you have a new voice mail message, the following indicators are active:

- Solid red light on your handset
- Stutter dial tone (if enabled)
- Voicemail icon next to the line label and the session button (may include message count)

Listening to Messages
Do one of the following:
- Press the **Messages** button and follow the voice prompts.
- Press the session button next to the voicemail icon.
- For the 9971, press the voicemail icon on the touchscreen.

Call History

You can view the last 150 missed , placed , and received calls.

Viewing the Call History
Press the **Applications** button and then select **Call History**.

Dialing a Call from the Call History
To dial, scroll to a call and press **Select** in the Navigation pad or the **Call** softkey.

Dialing a Call from the Call History
To view a call's details, select the call and press the **More** and then **Details** softkeys.

View New Missed Calls
Do one of the following:
- Press the session button next to the Missed Calls icon on the right side of the screen (may include a count of missed calls). The Missed Calls icon displays in this location when you have new (not yet viewed) missed calls.
- On the Call History screen, press the **Missed Calls** softkey.

Contact Directories

With personal and corporate directories, you can search for and call contacts.

The Corporate Directory lists all dealership employees and their extensions.

The Personal Directory lists contacts that you manually enter.

Searching and Calling Contacts in the Corporate Directory
1. Press the **Contacts** button and then select Corporate Directory.
2. Enter search criteria and press **Submit**
3. Select the listing and press the **Dial** softkey.

Using Your Personal Directory

Viewing and Calling Entries in Your Personal Directory
1. Press the **Contacts** button then select **Personal Directory**.
2. Enter search criteria and press **Submit**.
3. Enter your ID and PIN and then press the **Submit** softkey.
4. To call a contact, select his/her entry, and then press the **Dial** softkey.

Adding Entries to Your Personal Directory
1. On the Personal Address screen, press the **Submit** softkey.
2. Press the **New** softkey
3. Enter the contact's name, and then press the **Phones** softkey.
4. Enter the contact's phone number(s) and then press the **Submit** softkey.

Setting Ring Type

You can select different rings to match your preferences and distinguish between calls on lines.

1. Press the **Applications** button, and then select **Preferences** | **Ringtone**.
2. Select a line and press **Edit**.
3. Select a ringtone and press **Play**.
4. Press the **Set** softkey to apply the ring type to the selected line.
Note: If you select Silent ring, press the **Line** or **Answer** softkey to answer incoming calls.

Changing Wallpaper

To add a custom image as your phone screen's background, see your dealership administrator.

Changing Your Wallpaper
1. Press the **Applications** button, and then select **Preferences** | **Wallpaper**.
2. Select the wallpaper you want to use as the background on your phone.
3. Press the **Set** softkey to apply the image to your phone's screen.

Unified Mobility

Unified Mobility lets you set up your mobile phone to ring simultaneously whenever a call rings on your desk phone. You can also transfer a call on your desk phone to your mobile phone and transfer a call you answered on mobile cell phone back to your desk phone.

Your dealership administrator must set up this feature for your phones.

Transferring Calls from Mobile Phone to 9951/9971 Phone
The call must have been extended to your mobile phone by Unified Mobility for this feature to work.

1. Disconnect the call on your mobile phone. The caller is placed on hold and the call reappears on your 9951/9971 phone.
2. Press the **Resume** softkey on your 9951/9971 phone to pick up the call. If you do not pick up the call within 10 seconds, it will be disconnected.

Transferring Calls from 9951/9971 Phone to Mobile Phone
1. While on a call on your 9951/9971 phone, press the **More** softkey until you see **Mobility**.
2. Press the **Mobility** softkey, and then press the **Select** softkey.
3. Answer the call on your mobile phone.

Ringing call/voice mail indicator

Video camera

Handset

A

B

A

Programmable feature buttons

Session buttons

Softkeys

Touchscreen (9971 ONLY)

B

Applications

Contacts

Dial pad

Back

Messages

End call

Volume

Navigation pad

Headset

Select

Mute

Transfer

Conference

Speakerphone

Hold